

SYSTEMS ADMINISTRATOR SERIES

| Code No. | Class Title | Occ. Area | Work Area | Prob. Period | Effective Date |
|-----------------|---------------------------|----------------------|----------------------|-------------------------|---------------------------|
| 0062(0050) | Systems Administrator I | 02 | 736 | 6 mo. | 04/12/01 |
| 0063(0050) | Systems Administrator II | 02 | 736 | 6 mo. | 04/12/01 |
| 0064(0050) | Systems Administrator III | 02 | 736 | 6 mo. | 04/12/01 |
| 0065(0050) | Systems Administrator IV | 02 | 736 | 6 mo. | 04/12/01 |

Promotional Line: 356

Series Narrative

Positions assigned to this series have the responsibility of supporting the physical and logical infrastructure of computer systems within designated departments on campus. This includes design, installation, testing, troubleshooting, operation, maintenance, and evolution of these systems. Systems that support activities related to systems management, monitoring, and documentation also fall within the scope of the series. Interaction with end-users and problem resolution are integral responsibilities within the scope of these positions.

This series provides for a progression of responsibility, from positions assigned routine tasks to those responsible for design and long-range planning. Individuals within this series interact with end-users as well as other campus support services.

DESCRIPTIONS OF LEVELS OF WORK

Level I: System Administrator I

0062(0050)

Employees at this level work under the close supervision of a designated supervisor and are entry-level specialists who receive training on specific computer systems. They receive direct supervision on issues relating to procedures and standards for the systems for which they are responsible and the operating environment in which they function.

A Systems Administrator I typically –

1. monitors system integrity
2. assists other staff and users in troubleshooting problems
3. provides assistance and solutions in response to end-user problems
4. performs routine administrative tasks (e.g. backups, upgrades)
5. learns operating systems and hardware characteristics of systems for which responsible
6. performs other related duties as assigned

Level II: System Administrator II**0063(0050)**

Employees at this level work under the general supervision of a designated supervisor and are experienced specialists, responsible for maintaining groups of systems within the overall systems infrastructure of the department. They interact with end-users to provide problem resolution, and provide solutions for simple problems.

A System Administrator II typically –

1. provides problem resolution for systems and end-users within the department
2. analyzes systems requirements
3. installs and configures new or modified equipment and software as required
4. assists in maintaining documentation and records pertaining to the department's infrastructure
5. provides training on software and systems to other employees at the same or lower level of this series
6. ensures systems functionality, integrity and efficiency
7. performs duties outlined in Level I of this series as required
8. Performs other related duties as assigned

Level III: Systems Administrator III**0064(0050)**

Employees at this level work under the general supervision of a designated supervisor, and are experienced generalists who are familiar with all systems and software within the department. They interact with end-users to provide problem resolution and solve complex problems. They coordinate the work of multiple lower-level employees in this series, and work on special projects as assigned.

A Systems Administrator III typically –

1. coordinates staff and activities involved in the troubleshooting efforts and problem resolutions relating to the systems for which responsible
2. supports all systems and software in the department
3. maintains documentation and procedures pertaining to the departments infrastructure
4. designs and implements procedures and solutions for optimizing systems and software within the department
5. researches new technologies to facilitate and optimize current systems and software
6. provides training for lower-level employees within the series, while coordinating and overseeing their activities
7. may perform lower level duties within this series as required

8. performs other related duties as assigned

Level IV: Systems Administrator IV**0065(0050)**

Employees at this level are expert technologists with extensive knowledge of systems and software within the department. They work under administrative direction and provide direction and coordination to lower-level employees within this series. They participate in long-range planning, and manage projects at their own initiation and discretion.

A System Administrator IV typically –

1. coordinates activities for all lower-level employees within this series
2. performs research in support of planning and upgrades/replacement of systems and software
3. advises and appraises designated supervisor in all aspects of the department's systems and software infrastructure
4. assists designated supervisor in the process of interviewing and hiring new employees within the series
5. makes recommendations to designated supervisor regarding the evolution of the overall systems and software infrastructure of the department
6. may perform lower level duties within this series as required
7. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**Level I: Systems Administrator I****0062(0050)****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. High school graduation or equivalent
2. Any one or any combination of the following that totals two academic years (18 months):
 - (a) college/vocational./technical training in computer related field
 - (b) work experience related to computer software or hardware

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Elementary knowledge of computer functions and operations
2. Elementary knowledge of networks and peripherals
3. Elementary knowledge of diagnosing computer problems

4. Good oral and written communications skills

Level II: Systems Administrator II**0063(0050)**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Possession of credentials related to Systems Administrator I
2. One year of systems administration experience on a level comparable to that of a Systems Administrator I

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Working knowledge of systems and software within the department
2. Working knowledge of diagnosing system problems on systems for which responsible
3. Ability to provide problem resolution as related to end-users
4. Ability to follow directions and complete assignments independently
5. Ability to document incidents where applicable

Level III: Systems Administrator III**0064(0050)**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Possession of credentials required for Systems Administrator II
2. Two years of systems administration experience on a level comparable to that of a Systems Administrator II

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Expert knowledge of all systems and software within the department
2. Expert knowledge of diagnosing system problems for all systems within the department
3. Ability to troubleshoot and resolve complex problems
4. Ability to train, oversee, and coordinate activities of lower-level employees within this series
5. Ability to work independently
6. Advanced communications skills

Level IV: Systems Administrator IV**0065(0050)****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Possession of credentials required for System Administrator III
2. Two years of systems administration experience on a level comparable to that of a Systems Administrator III
3. One year of supervisory experience on a level comparable to that of a Systems Administrator III. (This requirement may be met using the same experience used to qualify for requirement #2 above.)

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Extensive knowledge of systems and software within the department
2. Ability to train, oversee, and coordinate activities of all lower-level employees within this series
3. Ability to effectively communicate with direct supervisor and with other campus units
4. Ability to solve technical as well as personnel policies and communicate with affected parties

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| Systems Administrator I | NEW |
| Systems Administrator II..... | NEW |
| Systems Administrator III..... | NEW |
| Systems Administrator IV | NEW |